



## CLASS SPECIFICATION

Class Code: 1024  
Date Est: 3/2002  
Last Rev: 03/2016  
Last Title Chg:  
FLSA: Exempt  
Probation: 12 months

### ASSISTANT MANAGER /FAMILY SUPPORT

#### **DEFINITION**

Under general direction, assists in the management, coordination and supervision of the daily operations of the Family Support Division, assists with the planning, developing and implementing of procedures for child support activities and supervises staff; and other related duties as assigned.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A bachelor's degree from an accredited college or university in public administration, business administration, or a closely related field AND one year of full-time supervisory experience working in a public agency child support program; OR an equivalent combination of education and experience.

#### **LICENSE OR CERTIFICATE**

N/A

#### **SUPERVISION EXERCISED**

Has direct supervision of Family Support Supervisors.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Supervise Family Support Supervisors engaged in establishment, enforcement, and collection of child support obligations by assisting with recruitment and selection, training, work assignment and review, performance evaluation, employee discipline and conflict resolution. Supervise volunteers including training and work assignment and review.

Conduct evaluations of operational performance as assigned and/or required, review of work methods and procedures, and develop and implement changes to ensure compliance with state and federal policies, regulations and legislation.

Analyze the operational and fiscal impact of draft and approved changes in state and federal policies and regulations and assess procedural changes needed to remain in compliance.

Participate in the development, implementation and evaluation of policies and procedures regarding client intake and the establishment, enforcement and collection of child support obligations.

Attend meetings and confer with federal, state and county government agencies regarding the child support program as assigned.

Assist with the development, administration and management of the division budget and fiscal controls, including developing justification for budget increases, monitoring revenues and expenditures and preparing financial and operational reports.

Confer with legal staff regarding application of laws and case problem resolution.

Work with specialists and clerical staff to resolve problems and provide and/or elicit input regarding procedures and policies.

Work with IT staff to develop and update child support applications used by staff that assists with efficiencies in meeting federal and state child support policies and regulations.

Coordinate activities and responsibilities including personnel, purchasing and general services as assigned.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner, which does not expose them or others to unnecessary harm or risk of on-the-job injury.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Departmental/division policies and procedures.

Countywide personnel policies and procedures.

Computer software specific to the department/division.

Federal, state and local legislation and regulations relating to child support enforcement.

State and local government processes.

Legal process and case law required in Washoe County to establish, enforce and collect child support obligations.

### **Ability to:**

Evaluate the operations of the Family Support Program for regulatory compliance and efficient operation.

Develop internal policies and procedures to affect the implementation of federal and state regulations and legislation.

Represent the Division effectively at inter-governmental meetings and conferences.

Analyze federal, state, and local regulations and legislation and develop logical recommendations.

Assist in the assessment and correction of programming changes in the Nevada statewide child support computer systems.

Implement work methods and procedures, which promote a safe working environment for and ensure proper staff training in work safety.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

### **Knowledge of:**

Policies and procedures related to federal child support programs and payments.

Principles of public and/or business administration.

Methods and techniques of financial and statistical data collection and report preparation.

Principles and practices of management and supervision.

Budget techniques, fiscal controls and accounting procedures.

Computer and computer software utilized for budgeting, record keeping, financial and statistical purposes.

**Ability to:**

Supervise personnel, including training, assigning and reviewing work, administering discipline, and conducting performance evaluations.

Collect, analyze and evaluate financial data related to complex budgetary and departmental functions and operations.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency.

Interpret and apply pertinent laws, regulations, policies and procedures to establish, enforce and collect child support obligations.

Write reports, financial summaries, correspondence, memoranda and other documents.

Communicate effectively, both orally and in writing.

Maintain effective working relationships with representatives of state and federal agencies, legislative committees, advocacy and professional groups, departmental staff, the media, community groups and the general public.

Use and incorporate computer systems into general business processes.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical skills and work environment.*

Ability to sit for extended periods. Ability to frequently stand and walk. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computer, telephones, calculators, copiers, and FAX machine. Work is performed in office and courtroom environments.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*